

Notice of Data Breach from Ronald L Wolfe & Associates, Inc.

What Happened?

On March 5, 2020, the Santa Barbara Police Department first notified us that data thieves, operating out of San Diego, breached the secured online data base of several companies, including that of Ronald L. Wolfe and Associates, Inc. (“Wolfe & Associates, Property Services”). We were advised that it is possible the breach may have occurred as much as six months ago, and that the alleged culprits have since been arrested. The Santa Barbara Police Department has been investigating the matter and informed us that the thieves likely used “strong-arm” tactics to force breaching of security measures that were in place.

What Information Was Involved?

We were recently advised by the police that the data obtained from Wolfe & Associates, Property Services includes rental applications, which may contain your personal information, such as name, date of birth, Social Security number, driver’s license number and address. According to the police, the suspects appear to have a history of obtaining personal information and using it to submit fraudulent insurance claims, among other things. The Santa Barbara Police and our office are now working to determine the extent of the information that was obtained.

What Are We Doing?

After receiving notice of the security breach and police investigation into the matter, Wolfe & Associates, Property Services immediately arranged for its information technology consultants to change passwords and to review logs for any information about the hackers’ operations. We have notified the police of the status of our remediation, and the Attorney General of the State of California is being notified. On March 23, 2020, the police provided us with information about the identity of potentially affected applicants, including a list of their email addresses so that we can issue this notification.

What Can You Do?

Notify the police department of any unusual activity. Check with credit bureaus, financial institutions and insurance companies that you do business with. If any unusual activity is identified, immediately report it to the Santa Barbara Police Department case agent, Detective Rapp, via email at krapp@sbpd.com. Please reference case number 20-200184. You should also notify the financial institution.

Check your credit reports. Here are the major credit reporting agencies:

- FreeCreditReport.com (866) 617-1894
- Experian: www.Experian.com (800) 397-3742
- TransUnion: www.Transunion.com (800) 916-8800
- Equifax: www.Equifax.com (800) 548-7878

Sign up for credit monitoring services: We have arranged to offer monitoring service with NortonLifeLock at no cost to you for a period of one year. Please see enrollment details from NortonLifeLock at the end of this notice.

Freeze your credit. Information from the Federal Trade Commission (FTC) on credit freezes is available at <https://www.consumer.ftc.gov/articles/0497-credit-freeze-faqs>. Additional FTC resources and suggestions on identity theft are available at <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>.

Change your passwords. It is also recommended that you change passwords for bank accounts, credit cards, and any other entity that you have financial dealings with.

Wolfe & Associates, Property Services has always taken the security of your information seriously and has employed prudent security measures, in keeping with our industry-standard company policies. We are committed to fully cooperating with the Santa Barbara Police Department in their investigation and assisting any affected person in correcting issues that may occur as a result of this data breach. Please feel free to contact us at Breach@rlwa.com with any questions and our team will respond as quickly as possible.

Scott Wolfe

Vice President

Ronald L. Wolfe and Associates, Inc.

Ronald L Wolfe & Associates Inc. has retained **NortonLifeLock** to provide one year of complimentary **LifeLock Standard™** identity theft protection.

To activate your membership online and get protection at no cost to you:

1. You will need the following **Promo Code: CCWLFPS2003** and **Member ID: <<MEMBER ID>>**, which have been assigned specifically to you, for one-time use.
2. To begin, please click on the following **URL: <<ENROLLMENT URL>>**
3. Your complimentary offer is presented. Click the red **"START YOUR MEMBERSHIP"** button.
4. Once enrollment is completed, you will receive a confirmation email (*be sure to follow ALL directions in this email*).

Alternatively, to activate your membership over the phone, please call: 1-800-899-0180

You will have until June 30, 2020 to enroll in this service.

Once you have completed the LifeLock enrollment process, the service will be in effect. Your **LifeLock Standard™** membership includes:

- ✓ LifeLock Identity Alert™ System[†]
- ✓ 24/7 Live Member Support
- ✓ Dark Web Monitoring**
- ✓ LifeLock Privacy Monitor™
- ✓ Lost Wallet Protection
- ✓ Stolen Funds Reimbursement up to \$25,000^{†††}
- ✓ Personal Expense Compensation up to \$25,000^{†††}
- ✓ Coverage for Lawyers and Experts up to \$1 million^{†††}

- ✓ U.S.-Based Identity Restoration Team
- ✓ One-Bureau Credit Monitoring^{1**}
- ✓ Reduced Pre-Approved Credit Card Offers
- ✓ USPS Address Change Verification

¹If your plan includes credit reports, scores, and/or credit monitoring features (“Credit Features”), two requirements must be met to receive said features: (i) your identity must be successfully verified with Equifax; and (ii) Equifax must be able to locate your credit file and it must contain sufficient credit history information. IF EITHER OF THE FOREGOING REQUIREMENTS ARE NOT MET YOU WILL NOT RECEIVE CREDIT FEATURES FROM ANY BUREAU. If your plan also includes Credit Features from Experian and/or TransUnion, the above verification process must also be successfully completed with Experian and/or TransUnion, as applicable. If verification is successfully completed with Equifax, but not with Experian and/or TransUnion, as applicable, you will not receive Credit Features from such bureau(s) until the verification process is successfully completed and until then you will only receive Credit Features from Equifax. Any credit monitoring from Experian and TransUnion will take several days to begin after your successful plan enrollment.

No one can prevent all identity theft or cybercrime.

[†] LifeLock does not monitor all transactions at all businesses.

^{**} These features are not enabled upon enrollment. Member must take action to get their protection.

⁺⁺⁺ Reimbursement and Expense Compensation, each with limits of up to \$25,000 for Standard. And up to \$1 million for coverage for lawyers and experts if needed. Benefits under the Master Policy are issued and covered by United Specialty Insurance Company (State National Insurance Company, Inc. for NY State members). Policy terms, conditions and exclusions at: LifeLock.com/legal.